



# Code of Practice for Complaints Handling

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# Complaints handling procedure

Electric Ireland aims to deliver a high standard of service to all of our customers. This Code of Practice outlines the standards of service you can expect from us if you have a complaint. We will use your complaint as an opportunity to put things right and to take action to make sure that the problem does not happen again.

## We have established a complaints procedure which:

- ▶ Is easy to use.
- ▶ Deals fairly and effectively with a complaint.
- ▶ Allows you to escalate your complaint to an independent body if you are not satisfied with our response.

## A complaint can be made in the following ways:

- ▶ By phoning our Customer Contact Centre at 1850 372 372  
Note: calls are charged at LoCall rates from anywhere within ROI (charges may vary from mobiles)
- ▶ By email: [complaintfacilitator@electricireland.ie](mailto:complaintfacilitator@electricireland.ie)
- ▶ By letter to our Customer Complaint Facilitator at the address below:  
Electric Ireland, Complaint Facilitator, P.O. Box 12523, Dublin 9.
- ▶ Special arrangements are in place for hearing impaired customers who can use Minicom equipment available on a dedicated phone line 1850 372 707.
- ▶ We endeavour to assist customers whose first language is not English.
- ▶ Customers for whom English is a second language may be advised to request help from a family member or a work colleague to discuss a query.

This Code covers any aspect of the service provided by Electric Ireland, including energy bills, payment and communications. It does not cover other ESB Group activities or any issue which is the subject of ongoing legal proceedings.

- ▶ All genuine complaints will be taken seriously and investigated in confidence.
- ▶ We welcome complaints on the phone and are confident that most can be resolved quickly. In some cases - where for legal reasons we require that you make the complaint in writing – we will explain the reason to you.
- ▶ Customer complaints received from recognised agencies or a third party will be dealt with where the person making the complaint has appropriate authority to act on the customer's behalf.
- ▶ Regardless of how you contact us, it is our aim to resolve the complaint within 10 working days. If we are unable to resolve the complaint, we will get back to you with a detailed response within 10 working days and advise you of the name of the staff member handling your complaint.
- ▶ If we don't meet these commitments we will pay you €40 as per our Customer Charter. You will receive this payment within 20 working days.

- ▶ If we have responded to your complaint within the 10 days, or a time frame agreed with you, and you are still not satisfied, you may request that the matter be escalated internally to a manager within Electric Ireland. Doing so will initiate a review and you will be contacted within 5 days by the relevant Electric Ireland manager to discuss your complaint and to try to reach a satisfactory conclusion.
- ▶ We will provide a final answer to your complaint within two months, except in cases where the customer is not engaging with us, or technical procedures are needed that would extend the time required to reach a decision.
- ▶ Electric Ireland will provide the customer with a satisfactory explanation of their issue, an apology and/or redress as appropriate where the complaint is upheld.
- ▶ If, having completed our complaints process and received a written notice of closure of your complaint you feel that your complaint has still not been satisfactorily resolved, you may refer the matter to the Commission for Regulation of Utilities (CRU) Customer Care Team for independent adjudication. Your complaint will be accepted by the Customer Care Team only if you have completed our complaints procedure on the previous page.

CRU may be contacted as follows:

By post: Customer Care Team  
Commission for Regulation of Utilities,  
P.O. Box 11934,  
Dublin 24

Online: [www.cru.ie/customer-care](http://www.cru.ie/customer-care)

By phone: 1890 404 404

By email: [customer-care@cru.ie](mailto:customer-care@cru.ie)

In circumstances where the CRU has issued a direction for compensation or redress, we commit to making payment to you within 14 working days or within one billing period where compensation or redress is in the form of credit to your account.

## Our guarantee

If we fail to meet any of the commitments outlined in this Code, then customers will be entitled to compensation under the terms of our Customer Charter.

Copies of our Customer Charter and other Codes can be obtained in the following ways:

By phone: 1850 372 372 (8am – 8pm Monday to Saturday)

By post: Electric Ireland  
P.O. Box 841,  
South City Delivery Office,  
Togher,  
Cork

By email: [service@electricireland.ie](mailto:service@electricireland.ie)

Online: [www.electricireland.ie/customercharter](http://www.electricireland.ie/customercharter)

This Code has been approved by the Commission for Regulation of Utilities (CRU).  
CRU's Energy Customer Care Team can be contacted by phone at 1890 404 404  
or by visiting [customer care@cru.ie](mailto:customer care@cru.ie)